

## Four Seasons Real Estate of Angel Fire Rental Policy

Each of Four Seasons' rental properties is privately owned by an individual or family who has contracted to make it available to guests of Four Seasons. In order that we may continue to offer the finest accommodations to our guests we ask that you agree to abide by the following policies and procedures:

**Occupancy** - Four Seasons does not rent to non-family groups unless all members are 25 years of age or older. If we determine at check-in or thereafter that tenants do not meet the specified age requirements, the rental agreement is breached and tenants will be denied access to the property or subject to eviction without refund. All Four Seasons properties have a clearly stated maximum occupancy. Exceeding the maximum occupancy limit will incur similar penalties. Both children and adults are counted in determining maximum occupancy.

**Non-Smoking** - All Four Seasons properties are strictly non-smoking. Outside smoking is permitted in designated areas. Tenant is responsible for properly disposing of cigarette butts in a safe manner. Please be aware that dry summer conditions occasionally merit a temporary ban on outside smoking per local ordinances. Any evidence of indoor smoking will incur a \$250 Smoke Cleaning Fee.

**Pets** - Most Four Seasons properties have a strict no-pet policy. A few pet-friendly properties will allow house-broken animals that are disclosed to and pre-approved by Four Seasons at the time of reservation. An extra charge will be added to the rate for an approved pet. Nightly-\$20; Weekly-\$100; Monthly \$200. Additional charges may incur if additional cleaning is required or if pet damage is determined. If bringing an approved pet, tenant agrees that the animal will not be left alone in the property unless confined to a pet crate. Approved pets are not to be allowed free run of the property while unsupervised. A pet of any kind on the premises of a no-pets property is absolutely prohibited and any evidence of such will incur a \$250 Fine.

All Four Seasons rental properties are privately owned and reflect the individual tastes and preferences of the owner. We cannot make changes to furnishings or equipment. The property and its contents are subject to change without notice or compensation. Due to the remote nature of our area and the inability to obtain replacement parts quickly, immediate servicing of malfunctioning appliances often is not possible. Therefore dishwashers, microwaves, washers, dryers, TV's, VCR's, DVD's, stereos, hot tubs and other non-essential items cannot be guaranteed to be operational. Four Seasons will make every reasonable effort to have such items repaired as quickly as possible. Replacements are not provided. There will be no refunds or discounts for inoperative appliances.

Four Seasons strives to ensure that your vacation property is in the best condition that it can be. Properties are inspected the day of arrival and the day of departure. If you should discover a problem, please report it to us immediately and we will correct it as quickly as possible. Daily maid service is not included in the rental but it may be requested for an additional fee. Four Seasons provides the following items for your convenience: paper towels, toilet paper, garbage bags (1 per day), hand soap, dishwasher detergent, dish liquid, coffee (for first morning), firewood & fire starters (where appropriate). Quantities are stocked based on the length of stay (excluding monthly rentals) and are not replenished during the rental period. All linens (sheets and towels) are provided and are the property of the owner. All household items (such as pillows, blankets, dishes, silverware, cookware, etc.) are the property of the owner and are not to be removed from the premises.

**Telephones** - Most, but not all, Four Seasons properties have telephones. If a phone is available, local calls are free. Please use a calling card for long distance calls. Most Four Seasons properties have a toll-restriction feature to block long-distance or collect calls.

**Hot Tubs** - Some Four Seasons properties have hot tubs. Use of the hot tub during your stay requires an additional \$250 hot tub fee (payable prior to arrival.) Advanced notice of use is required. Unauthorized use of the hot tub will result in a \$500 fine charged to the credit card on file.

**Check-in** time is 4:00 pm. Keys and directions are to be picked up at the Four Seasons office at 3435 Hwy. 434. Please make sure all members of your party are aware that you, the leaseholder, must check in before anyone can proceed to the house. If you arrive in Angel Fire after 5 pm M-F or during the weekend, we will post your check-in envelope (containing keys and a map with directions) on our message board next to the office door. Check-in time is based on readiness of the property and cannot be guaranteed. Four Seasons makes every effort to prepare all units for occupancy by the stated check-in time. However, in some instances it may be necessary to delay occupancy until the unit has been properly cleaned and inspected. Tenant understands and agrees that there will be no refund or discount for such late occupancy. Please do not go to the property or leave personal belongings before completing the check-in process and receiving your keys. If your vehicle is parked at the property it may delay the cleaning and inspection of your property and subsequently delay your check-in time.

**Check-out** time is 10:00 am. Check-out times are strictly enforced so that housekeeping has sufficient time to prepare the property for the next arrival. Check-out after the scheduled time may result in additional charges to the tenant. Please follow the provided Guest Check-Out Procedures list (located in the Guest Information Book in each property) to avoid incurring any additional Departure Cleaning Fees. Tenant is obligated to return all keys to the Four Seasons office after rental. A \$25 fee is charged for each key left in the property or lost. Before departing please check in, under and behind all drawers, cabinets, closets, doors, beds and furniture to insure you have all your personal items. Four Seasons is not responsible for the return of personal items left behind. Early check-outs will not be refunded for any reason.

**Damage Policy:** Tenant agrees that they are responsible for any and all damages to the property during the rental period, including damages to the furnishings and household items which result from the action or inaction of the tenant or tenant guests. Tenant further agrees that normal wear and tear does **not** include burns, stains, tears or scratches of any kind. The credit card on file will be charged for the following reasons which include but are not limited to:

- 1) Damage to the property caused by tenant or tenant guests, including missing, broken or otherwise damaged items.
- 2) Departure Cleaning Fees are incurred. If the Guest Check-Out Procedures are not followed or if the condition of the property requires extra cleaning above and beyond what is normally necessary, additional cleaning fees will be deducted from the security deposit.
- 3) Smoking inside the property. All Four Seasons properties are strictly NON-SMOKING. Evidence of smoking will incur a \$250 Smoke Cleaning Fee.
- 4) Unauthorized pet on premises. Pets are not allowed in any Four Seasons properties unless previously agreed upon with the management. Evidence of a pet will incur a \$250 Pet Cleaning Fee.
- 5) Keys lost or left in property. All Four Seasons keys must be returned to the office upon check out. A \$25 fee is charged for each key that is lost or that must be retrieved from the property.
- 6) Unauthorized use of a hot tub on the premises.